

GLADWIN BROTHERS

HEALTH & SAFETY GUIDELINES

RESERVATIONS

Reservations are preferred and are the only way we can assure guests will avoid crossing over with others.

All walk-ins must kindly provide their contact details: Name & Email addresses. This is for the purposes of contact tracing.

Managers are asked to please enter these details into Quadranet right away. Guests' details are managed responsibly and will not be used without their permission.

We invite parties of up to six guests to dine in our restaurants. This will allow us to adhere to the distancing rule and keep everyone safe and happy.

Each party is given up to 105 minutes at their table, regardless of number of guests.

If it's a lovely day out; guests may be seated outside on our terrace.

Unfortunately, table requests are not possible but we will do everything we can to ensure everyone is comfortable.

ARRIVALS, ENTRANCES / EXITS

OPEN

To avoid congestion of people and maintain the recommended one meter physical distance, our restaurants will operate on a one-way flow where possible through the managed Entry and Exit system.

One-way entry and exit signs will be displayed clearly.

There is sanitizer stationed for guests and team members at both entry and exits to our restaurant – please encourage the use of sanitizer when people enter the building.

SANITIZER STATIONS

There are various sanitizer stations set up around the restaurant.

Familiarize yourself and your guests with their location. Each is clearly marked with a sign "Sanitizer Station".

Please make use of these on a regular rotation throughout your shift.



FRONT OF HOUSE



Be eagle-eyed with the cleanliness of the restaurant.

Clear and clean tables before, during (periodically) and after guests have been seated.

Please use discretion when considering physical distance – make full use of a single trip to a table (instead of making multiple stops at a table); our goal is still to give everyone a relaxed, enjoyable experience.

Adhere to Drop-Off Zone and Runner system, as introduced by your manager.

Kindly give your guests the option to either pour their own wine or have it poured and topped up by you - a luxury we hope they take but understandably may not.

Keep aware (or alert!) of your service station, maintaining a clear, clean surface.

Check your personal habits; please avoid touching your face or hair
- you look beautiful!

If it cannot be avoided, make sure to sanitize your hands afterward.

When drinking water, please do so from your own, labelled water bottle.



EPOS/TAKING ORDERS

Orders will be taken by mobile, handheld EPOS.

We're going digital! Guests are encouraged to make use of our online menu.

There are disposable, clean paper menus available for use on request.

When taking your guests' order, please maintain a physical distance of at least 1 metre.

Please wipe down your EPOS with sanitizer spray every 30 minutes.



MIS EN PLACE

Keep tables completely clear and clean before guests arrive.

Upon guests' arrival, provide them with clean water glasses and bottled water upon request.

After the order has been taken, place the cutlery (wrapped in a premium paper napkin) on the table.

Please use gloves when handling napkins and cutlery.

All cutlery is prepared before service, tightly and neatly wrapped in paper napkins.

There will be no use of shared condiments and butters. Bread is now sent from the kitchen directly.



SHIFTS

We all love bubbles! Our shifts will work in 'bubbles', meaning the same people will work together on a day-to-day basis.

There will be four - six people working on the floor per shift.
One runner, up to three waiters, one host and one bartender.



BREAKS

There will be staggered breaks established by the restaurant Manager and Head Chef.

A chit-chat is lovely but please ensure that there are no more than two people taking a break outside at one time, especially in the same area.





CLEANING

Cleanliness is key to our safety success. We'll be dedicating a lot of our time to keeping our workplace clean to make this a safe sanctuary for our guests to enjoy.

All staff members are requested to please keep a vigilant eye on cleaning duties; wiping down tables, chairs, waiter stations, door handles, bar, kitchen pass, windows, toilets, floor.

There are extensive cleaning checklists. Please ensure you familiarise yourselves with them and adhere to the schedules. Team work makes for clean work!

TOILETS

Guests will be encouraged to use verbal cues when they'd like to make use of the loos.

With limited space, this will allow you to manage flow of people coming in and out of the loos.

Maintain a one-way flow where possible (excuse the pun)!
Please follow white tape distance indicators where relevant.
Use and politely encourage guests to make use of sanitiser stations.



PPE

The three P's and your new best mate! Personal Protective Equipment is the way we protect ourselves and those around us. You will be provided with the PPE you're required to wear at work but you will be responsible for your own.

Required PPE provided by Gladwin Brothers:

Face Visors (label your own and take responsibility for cleaning it regularly).
Blue Gloves (disposable, please change out when dirty and after cleaning toilets).

Facemasks are optional for non-serving staff but are not provided by Gladwin Brothers (but we'd love to be able to see your smile)!



STAFF UNIFORMS

All staff will be provided with staff uniforms (chef jackets and FoH shirts).



For your own safety, we require you to wash your own uniforms. Please come to work in your (always fashionable) civvies and change AT work. This will ensure that your uniforms stay clean.

Please do not travel in your work clothes.



TRAVELLING TO WORK

Given the government advice (and of course the fact that you're all fitness finatics), all team members are encouraged to cycle to work as an alternative to public transport.

Where possible, it is in your own interest to avoid using busses, tubes and trains.

Remember, Gladwin Bros has a great Cycle to Work scheme available – take advantage of it if this suits you!



SHOULD I COME TO WORK?

Our team members wellness is of the utmost importance to us.
And in turn, so is that of our guests.

Please follow the government guidelines to understand if you are presenting symptoms of Covid-19. Let your manager know if you're experiencing symptoms to establish next steps.

SIGNAGE

The following signs are to be clearly displayed in relevant areas around the restaurant. Please familiarise yourselves with them.

- Correct use of PPE
- Santiser stations
- Entrance/Exit
- Physical Distancing
- Drop-Off Zone (for deliveries)
- Collection Zone (for deliveries)
- Please wait to be Seated
- Hand Washing
- Persons per staff room/storeroom/kitchen.



THANK YOU!

It is only through a collective effort that we can provide a safe environment for everyone that enters any Gladwin Brothers restaurant.

Thankfully, the time has come for us to band together as a team once again. Please check yourselves and check on those around you; not only to follow the guidelines but also your physical and mental wellbeing.

If you need advice or would like to talk to anyone,
reach out to one of your team members or,
for confidential support: www.healthassured.org
0800 030 5182

